JVC Americas Corp.
SERVICE & ENGINEERING DIVISION

AUTHORIZED SERVICE CENTER

SERVICE POLICY &

PROCEDURE MANUAL

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INTRODUCTION

Dear Servicer:

Congratulations on your appointment as a JVC Authorized Service Center. You are now part of the JVC family of service providers. We truly appreciate your interest in servicing our product, and pledge to you our full support.

The JVC brand has long been associated with the very best in audio and video entertainment. JVC is a leading developer and distributor of sophisticated audio and video products.

The Service & Engineering Division of JVC U.S.A. supports JVC brand product sold by JVC throughout the United States. Our role as a service organization is to fulfill our obligations under the JVC brand. Our goal however is to execute our role meeting the expectations of our customers. In order for us to achieve this we realize our primary focus must be to assist you, the front line service center, arming you with the information you need, the parts you require and the support you deserve.

This Policy & Procedure manual is intended to help you get familiar with our company, to guide you through the basic steps of our process and communicate our service policies.

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This includes setting up an account, ordering repair parts, warranty claims processing, warranty terms, core parts and much more.

Please take a moment and review it. Print a copy and keep it in a convenient place so you can easily reference it should the need arise. Please remember, we are here to serve you. With your complete support we will achieve our goal!

Thank you once again for your interest in our company. Hopefully this will be the beginning of a long and mutually beneficial relationship.

Sincerely,
JVC Americas Corp.
*Service and Engineering Divisio*n

JVC'S OBLIGATION TO ITS AUTHORIZED SERVICE CENTERS

A. Expeditiously furnish the ASC with parts at the current approved dealer price.

B. At the discretion of JVC, refer customers to the appropriate independent ASC.

C. Pay to the ASC, for and in consideration of all legitimate services, the lesser of the amount either invoiced by the ASC or the amount illustrated on the current JVC Warranty Rate Listing.

D. Offer administrative assistance.

E. Provide service information on a timely basis.

F. Provide technical training seminars.

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OBLIGATIONS OF JVC AUTHORIZED SERVICE CENTERS

A. Courteous Service: All JVC ASC's will provide courteous and efficient service to consumers and dealers. Every effort should be made to enhance the reputation of JVC brand equipment.

B. 30-Day Repair Guarantee: Authorized Service Centers must provide prompt warranty service and guarantee repairs for a period of 30-days from the date of the completed repair.

C. Use Of Genuine JVC Parts: All Authorized Service Centers are required to use genuine JVC-brand replacement parts during the warranty period. This requirement is important especially for components in safety critical areas to ensure that products perform in accordance with design specifications. Insufficient service or customer dissatisfaction resulting from failure to provide proper service for JVC products seriously detracts from JVC's image and reputation, and is a cause for termination of the Authorized Service Agreement.

D. Facility / Equipment: ASC will maintain a properly equipped and staffed commercial facility to which customers can be referred. ASC will procure and maintain appropriate test equipment and tools to perform repairs on JVC-brand product. A list of recommended test equipment and tools is available on the web at http://www.ce.org

E. Technical Training: The JVC Technical Training Department will offer technical training seminars to its' Authorized Service Centers. When classes are made available, it is the ASC's obligation to attend. Failure to attend training seminars may result in termination of the JVC Service Center Authorization.

F. Out-of-Warranty Repairs: Service Centers are independent from JVC, therefore JVC does not find it appropriate to interfere in the business relationship between an ASC and its customers. It is suggested however, that charges for out-of-warranty repairs are reasonable and competitive.

OBLIGATIONS OF JVC AUTHORIZED SERVICE CENTERS

G. Credit Status: JVC requires the ASC to maintain a current credit status with JVC to ensure that the ASC can obtain parts required for the repair of JVC products. Failure to maintain a current credit status may result in termination of authorization.

H. JVC Authorized Accounts: JVC accounts are generally designated as "IND" (Independent) or "SSD" (Self-Servicing Dealer) . Each Service Center is assigned an Authorized Service Center Account Number. If the Service Center has more than one location conducting repairs, it must advise JVC so a "ship-to-account" designation number may be assigned. Part orders and warranty claims originating from these locations should utilize this discrete eight-digit number.

I. Change In Ownership: When a change in ownership occurs JVC must be notified immediately. The Service Center must reapply to become a JVC Authorized Service Center.

J. Address and Name Change: ASC must advise JVC in writing should it relocate or change its telephone number. The Service Center may be subject to re-evaluation.

K. Unauthorized Repairs: JVC does not authorize the Service Center under any circumstances to modify any JVC product to operate under electrical or other conditions different from those intended by the product's original design.

L. JVC Americas Corp. Service Agreement: ASC's must be in compliance with the JVC U.S.A. Service Agreement.

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M. Compliance with State, Local and Federal Laws: It is the responsibility of the ASC to follow all applicable local, state and federal laws.

JVC WARRANTIES

A. Domestic

JVC will honor product warranties as outlined in the Limited Warranty Information provided with each JVC product. Any product or separately purchased accessory not supplied with warranty information packaged by JVC has an implied warranty term of 90-days parts and labor.

B. Overseas

Customers that purchased their product abroad generally have an Overseas "International or Tourist Warranty Card. These products are not field service serviceable and must be serviced at a JVC Factory Service Center location. Authorized Service Center should refer JVC International or Tourist Warranty customers to our Factory Service location on page 31 of this manual. This warranty card along with the proof of purchase must be presented at the time of service.

C. Refurbished Product Warranty

Refurbished consumer products are warranted to the retail customer for a period of 30 days for labor and 90 days for parts. Refurbished professional products carry the same warranty term as new product, however some models may vary. Warranty terms and other specifics on refurbished goods are found on the Refurbished Products Limited Warranty Information packed with each unit.

Refurbished product may be identified by the presence of a "Refurbished" label on the area of the product near the serial number plate.

To confirm a JVC product's warranty term, logon to jvcservice.com, select tab (MODEL SERIAL WARRANTY), the warranty term will be displayed for that serial number.

NOTE: With some exceptions **(subject to special authorization, SA approval)** claims for the stock repair of refurbished products will not be accepted. Claims will be limited to a period of 90 days from the factory refurbished date. To validate if a product is under warranty log on to www.jvcservice.com and select the Model Serial Warranty link.

For more information on
warranties please see
pages 36-40

GENERAL POLICY

In order for a product to qualify for warranty service there must be a confirmed manufacturer's defect.

Only JVC Authorized Service Centers will be reimbursed for work on a JVC product that is under warranty.

A. MODEL VALIDATION AND WARRANTY TERMS

To verify a model number or a model's warranty go to www.jvcservice.com and select the Model Warranty Inquiry Tab.

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B. ASC WARRANTY PERIOD

All JVC Authorized Service Centers agree to warrant their repairs for a period of 30 days. Any claim re-submitted within 30 days of a previous repair from the same service center will be rejected if the parts listed are the same on both claims. However, any indicated defective part replacement that is different from the first parts replacement will be honored and credited.

C. PROOF-OF-PURCHASE

1 Proof of Purchase is required for all JVC warranty service.

2 The Proof-of-Purchase must be presented by the customer in the form of a legitimate Bill-of-Sale. A copy of the Bill of Sale must be retained at the service center and made available to JVC if so requested.

3 Failure to provide copies to JVC when requested may result in a debit to offset previously paid warranty claims.

4 The following forms are acceptable Proof-Of-Purchase:

(i) a credit card receipt or carrier shipping invoice to the customer showing the exact model number and date of purchase, or

(ii) a Bill-of-Sale with the Model Number, Dealer Name and Date.

5 Retail purchases made on eBAY or other Internet bidding sites must be accompanied by a valid proof of purchase. Pre-owned/used products sold by end users are not considered a qualified sale and therefore cannot be honored for warranty coverage by JVC.

6 All claims filed for payment that have a different customer purchase date than what JVC shows on file must be resubmitted with a copy of the Bill-of-Sale.

D. IN THE ABSENCE OF PROOF-OF-PURCHASE, ie; Gift, Lost Receipt

1 It is up to the Service Center to use good judgment in evaluating the age of the unit as well as the condition of the product.

2 If it reasonably appears that the service problem is a factory related defect, the Service Center may contact or refer the customer to the JVC Customer Care Center.

3 The Care Center Supervisors are authorized to resolve the matter. JVC's intent is to be both fair to all customers and to avoid abuse of the warranty policy.

4 If JVC authorizes an in-warranty repair, the Service Center must receive written authorization from the JVC Customer Care Center prior to proceeding with the repair.

GENERAL POLICY

E. DEALER STOCK POLICY

1 Stock repair claims will be paid for current line products only. Any stock claim submitted for warranty after this period will be rejected. Duplicate or subsequent stock repairs will be rejected. It is incumbent upon the service center to check the stock eligibility of each unit prior to commencing service. To verify Stock eligibility log on to jvcservice.com and select the "MODEL SERIAL INQUIRY" tab.

2 JVC will allow one reimbursement for dealer stock repair.

3 Additional charges, such as pickup and delivery charges, for dealer stock unit repairs are the responsibility of the selling dealer, not JVC.

4 Firmware /Software upgrades for Dealer Stock product is strictly prohibited without pre-authorization from JVC. Any Warranty claim for this type of procedure that is submitted to JVC without preauthorization will be denied.

5 Stock repairs are not reimbursable for JVC Accessories, whether presented individually or enclosed with a product.

6 JVC will reimburse labor at the Minor Rate if a warranty repair is performed on a unit that had been previously sold to a customer and had gone back into stock providing there are no other stock repairs on file for this unit.

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F. RENTAL UNIT POLICY

1 JVC will accept claims for dealer stock on rental units; however the provisions for all dealer stock repairs will apply.

2 For Customer Units, warranty coverage will begin on the date of first rental and continue as outlined on the terms and conditions of the warranty.

Note: Rental agreements that go to full term may be longer than the warranty coverage for the particular product; therefore warranty coverage may be exhausted prior to the end of the rental term.

G. SUB-CATEGORY AUTHORIZATION: Warranty reimbursement will only be paid to a service center's location that is authorized by JVC to repair the product category. Such authorization carries a commitment to perform service on all products designated within these individual categories. JVC model-to-category designations may be obtained by logging in and selecting the Account Authorization Link on www.jvcservice.com.

Contact the Field Service Support Group at 800-233-1060 for the addition or deletion of any categories from your account's current authorization record.

H. COMPACT COMPONENT SYSTEMS: For all JVC Compact Component Systems, the individual model number and serial number for the repaired component unit must be listed on the warranty claim form. Do not use the system number. Submitting an incorrect model will result in the unnecessary rejection of a claim.

GENERAL POLICY

I. CAR AUDIO SPEAKERS: Car Audio Speakers are considered non-repairable. Defective Car Audio Speakers should be handled through the selling dealer and their sales representative.

J. SPEAKER SYSTEMS: If replacing more than one speaker in an audio system, please submit one claim illustrating all speakers replaced. Multiple or subsequent claims will be rejected.

K. FACTORY INSTALLED DEFECTIVE PARTS RETURN: Defective parts must be retained by the service center for a period of 60 days. Do not return defective installed parts that have been replaced from warranty repairs unless specifically instructed to do so. Parts retained longer than 60 days may be discarded at the service centers discretion.

L. CORE PARTS POLICY: JVC require that some defective parts be returned to JVC for evaluation and or refurbishment. These parts carry a CORE fee pending the return of those parts. JVC will allow 30 days from the date of invoice for the return of those CORE parts. Any CORE Parts outstanding over that period will not be credited to your ASC account. For more information on CORE parts see Replacement Parts Procurement on page 18.

M. WARRANTY LABOR RATE: Labor will be paid at the agreed contractual rate according to the model sub category. JVC maintains three labor designations. The Minor rate is reserved for repairs that require minimal diagnosis that require parts replacement but involve electrical / mechanical adjustments, lubrications and firmware updates that require user controls and or a remote control. Except where indicated, the Major rate is reserved for component level repairs that entail parts replacement and extensive diagnosis. The Stock rate designation is reserved for dealer owned product. With the exception of Plasma Display Panels, LCD TV and HDILA Rear Projection TV's, claims requiring the replacement of PCB's and mechanism assemblies will be reimbursed at a minor rate. Major rates will be reserved for those Authorized Service Centers electing to perform component level repair.

Recalculation or rejection of labor can be attributed, but not limited to the factors listed below as well as those on Page 23.

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1 JVC reserves the right to change the labor on a claim when the labor rate charged for a warranty repair that was outside the agreed rate.

2 All JVC Authorized Service Centers agree to warrant their repairs for a period of 30 days. Claims submitted within that time period will be rejected if the parts replaced are the same as those on the original claim. However, any indicated defective part replacement that is different from the first parts replacement will be accepted and credited.

NOTE: You can obtain specific model Warranty Rate information by logging on to **www.jvcservice.com** and selecting the Model Warranty Inquiry link.

GENERAL POLICY

N. PCB'S MAJOR ASSEMBLIES:

JVC's philosophy is to support component level repair, however we recognize that such repair may not always be in the best interest of our Authorized Service Centers and our mutual customers. Consequently, we will allow for warranty replacement of printed circuit boards and tape mechanisms on the following JVC products when those parts are listed as part numbers in the service manual and on the JVC parts system.

Plasma Display Panels

HDILA Rear Projection TV's

Projection TV

LCD TV

VHS-C Camcorders

DV Camcorders

NOTE: Prior approval for PCB and/or mechanism repair is no longer required, however it is still necessary to receive pre-approval for the replacement of HDILA optical assemblies and LCD panels from JVC's Field Service Group. *See page 14*

O. SPECIAL AUTHORIZATIONS (SA)

Special authorizations for mileage, labor, customer accommodations, or other special situations can be requested by applying for a "Special Authorization (SA) Number". To apply for an SA number go to www.jvcservice.com and select the Special Authorizations tab. Once submitted you will receive an email reply indicating if the request has been approved or declined. If your request has been approved, you will receive a 10 digit special authorization number via email.

1 To ensure timely payment, enter this number in the "Special Authorization" field when submitting your claim online. Claims that bypass these instructions and are sent directly to the Warranty Claims Department will be rejected.

2 Special Authorizations do not automatically qualify the warranty status of the product. All SA claims will be processed through the normal warranty audit process.

3 Special Authorization numbers are valid for a period of 90 days beginning on the date of issue. A warranty claim submitted with an SA older than 90 days will be rejected for payment.

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P. HD-ILA REAR PROJECTION REPAIRS / LCD

Optical Assemblies and Panels

The warranty replacement of Optical Assemblies and TV Display Panels (LCD or Plasma) must be pre-approved by JVC's Field Service Group. Do not proceed with the warranty repair unless it has been authorized. The following are the steps to follow to gain approval for the replacement of these parts:

A. Log on to **www.jvcservice.com**
B. Select the Panel Replacement tab located on the left side menu .
C. Complete LCD/PDP Optical Assembly Authorization Form
D. Hit the Submit button
E. You will be contacted via e-mail about the warranty eligibility of the repair. You will receive an email reply indicating if the request has been approved or declined.
F. If your request has been approved, you will receive a 10 digit special authorization number via email.
G. US this SA number when ordering the Optical Assemblies or Display Panels on **www.jvcservice.com.**

Projection Lamps

Most HDILA projection lamps are user replaceable, however proper diagnosis by a customer may be difficult. Defective Projection Lamps that are replaced during an In-Home service call and during the warranty period will be reimbursed to the ASC for parts and labor at the minor rate. Claims for the replacement of the LAMP for store stock sets will be covered for parts warranty reimbursement ONLY. JVC will not reimburse labor for lamp replacement for store stock units.

Note: Stock repairs are limited to one repair per product. To facilitate reimbursement, please indicate LAMP as service performed.

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Circuit Boards - LCD TV, HD-ILA Rear Projection TV and Plasma TV

While under warranty, the repair of these products is generally PCB board or assembly replacement. Items are generally board swap rather than component level repair. PCB boards are available from JVC National Parts and JVC's authorized parts distributors. Please note that some boards carry a core charge that will not be reimbursed through warranty claims. In order to be credited for the core charge, send the defective core part from the repaired unit to the core return address indicated the return label and/or return paperwork included with the part. Core parts can be identified by the presence of core return paperwork and/or a prepaid shipping label enclosed with the new part. Core items must be returned within 30 days of invoice date to ensure that your account is credited properly.

See page 18 for more details on Core Parts.

FIELD SERVICE SUPPORT Group

The Field Support group is structured to handle all Authorized Service Center administrative issues including: address changes, the addition or deletion of product categories, warranty claims submission and / or payment information, and special authorization issuance.

Please refer to following contact information for Administrative Support:

Agreement Changes, Warranty Issues, Service Authorizations **(800) 233-1060**

SERVICE BULLETINS

From time to time JVC provides Service Bulletins to its authorized service centers via the web. These bulletins are made available to aid in the repair process. Service bulletins generally pertain to a specific symptom and or defect, and should only be followed when the unit displays the same symptom as indicated in the bulletin. There may also be times where the bulletin may include a series of production dates or serial numbers of a particular model. With this verified it may not be necessary to verify the symptom or defect.

Note; Unless otherwise noted, service bulletins are not intended to be used as a corrective action for all units. They are intended to be used specifically for the symptom and or defect the unit displays. Please Logon to **www.jvcservice.com** and select the tab "**iSEE"** to view all available bulletins for a particular model.

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SERVICE LITERATURE

JVC does not distribute service literature in paper form. Service information is only available electronically via download at the iSee database section of **www.jvcservice.com.** Service manuals for older products may be purchased from our Parts Department either on-line or by calling 800-252-5722.

FIELD SERVICE SUPPORT Group

TECHNICAL TRAINING

To assist in the servicing and support of JVC products JVC offers hands-on and web-based training to its authorized service centers. Technical training schedules, registration forms and class details are posted to the web semi-annually. Participation in these classes is required in order to maintain your authorization as a JVC service center. Although authorization for some product categories is contingent upon successful completion of training, completion alone does not guarantee that authorization for these product categories will be added to your Agreement. Our Field Service Support Group at 800-233-1060 can provide additional information. Failure to attend after registering for a class, without written cancellation at least 7 days prior to the class may result in a $100.00 cancellation fee charged to your account.

TECH REPORT PROGRAM

JVC maintains a Tech Report ('Tech Tip') program for JVC Authorized Service Centers. The Tech Report program allows technicians and other technical personnel to contribute service repair and quality 'Tech Tips' to JVC. After review, these tips will be posted on the iSee technical information database which is viewable from the Web at **www.jvcservice.com** .

The function of the TechReport Program is to:

- Share technical and repair tips among JVC's Authorized Service technicians .
- Provide feedback to JVC on product quality and serviceability

SUBMITTING TECH REPORTS

Reports are submitted via an on-line 'Tech Report' form. This form is posted as a link from the iSee Technical Database at www.jvcservice.com.

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TECH REPORT AWARDS PROGRAM

In recognition of your technical contribution to this program JVC will evaluate and select the top 5 Tech Reports submitted for the period. The technicians who submitted these reports will receive a *Certificate of Appreciation* from JVC Service and Engineering Division. The program runs semi-annually from October to March and April to September.

The Tech Report program is subject to change without notice and is applied at the discretion of JVC and may be withdrawn at any time. ***** Details of the TechReport program is posted on the iSee web site. **Contact our Field Support Group at 800-233-1060 with any questions.**

REPLACEMENT PARTS PROCUREMENT - JVC Direct

Replacement parts are available directly from JVC or from an authorized parts distributors. For a list of our authorized distributors please see page 30 in this manual.

A. Web Parts Order and Inquiry Our on line parts ordering system is easy to use and will assist you with all of your parts ordering and research needs. Simply log on to **www.jvcsercvice.com**.

NOTE: All Service Centers are required to sign up for this free service. For an online application, visit our Web site at **www.jvcservice.com**. Once logged on you'll be able to do the following:

. Place part orders
. Inquire about the status of an open order
. Search for part numbers by model number
. Obtain pricing and ETA information
. View pending Core parts
. Submit a Core return form

Telephone Ordering: Phone orders can be placed by calling our toll-free number:

1- 800-252-5722

JVC's goal is to ship all part orders within 24 hours of order receipt.

C. Backorders There may be occasions when a particular part proves to be on backorder. In such instances, a "Backorder notification email" will be sent to every account which has such outstanding orders at the end of every month. It is JVC's goal to ship all backordered parts within 48 hours of receipt of material from the factory.

D. Parts Shipping Policies:

Charges

JVC does not charge accounts for UPS Ground Service.

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Damaged Shipments
The Servicer takes responsibility of accepting or refusing packages that are visually damaged upon receipt. JVC will not provide UPS Call Tags or reimbursement for return freight for items that are damaged during shipment.

E. Parts Discount Policy: ASC's receive a discount from suggested list price for parts purchased from JVC (except net price items). JVC reserves the right to change parts pricing and/or discount without prior notification.

REPLACEMENT PARTS PROCUREMENT -JVC Direct

F. Core Parts The return of CORE parts is an intricate part of our parts supply process. As these parts can usually be refurbished, the defective PCB or assembly identified as core parts must be returned to JVC. To ensure return, a core charge will be added to the invoice when one of these assemblies/PCB's is shipped. A credit offsetting the core charge will be issued upon JVC's receipt of the defective item, provided that it is not damaged or abused. Items carrying a core charge can be identified by the word "core" that is printed on your invoice under the column "discount". Core parts are accompanied with a return form and a pre-printed shipping label. **All core parts are identified with an "0" or "2" following the part number.** Core items must be returned within 30 days of invoice date to ensure that your account is credited properly. To reprint a return shipping label select the Core Inquiry tab or to obtain a complete list of Core Parts select the download tab at **www.jvcservice.com.**

NOTE: With the exception of LCD, PDP and HDILA product, If a PCB or assembly is unavailable or backordered, it is expected that component-level repair be performed. Returns or exchanges will not be made for units with backordered assemblies. Should you have any questions, please contact the JVC Field Support Group at (800)233-1060.

PARTS CREDITS

A. Initially Defective Parts / Unused Parts

Repair parts that have been ordered and received through the Parts Department and have been deemed defective will be accepted for credit only upon compliance with the following:

1 Initially defective parts may be returned within 90 days of purchase.
2 Upon determination of a defective part contact the Parts Department at 800-252-5722 and request a Return Authorization (R/A) number for the defective or unused parts.
3 Provide the invoice number of the original parts order transaction.
4 State the reason for the defective part.
5 Write the return authorization number on the mailing address label when returning the part to the location provided.
6 Credit will not be issued for parts returned without an R/A.
7 Parts returned with (NTF) "No Trouble Found " will not be credited .
8 An R/A may be requested for new unused parts within 30 days from invoice date. Any parts returned over 30 days will incur a 25% restocking fee.

NOTE: Replacement parts will be re-ordered at the time of requesting a return authorization.

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B. Abused, Misused, or Mis-installed Parts

JVC reserves the right to refuse, exchange, or issue credit on replacement parts that are not covered by our parts warranty. Returned parts will be properly disposed of unless specific instructions are included for their return at the sender's expense.

PARTS CREDITS

C. Replacement Parts Warranty: Parts used for replacement on JVC equipment are warranted for the remainder of the original product warranty period. Parts used for non-warranty repairs are warranted for a period of 90days from the date of installation.

D. Return Authorizations: All returns require pre-authorization.

To obtain a Parts Return Authorization logon to jvcservice.com and select tab "PARTS RETURN", or contact our Field Service Group by calling: 800-233-1060.

Return Authorization numbers must be clearly identified on the outer packaging to facilitate routing and expedite the credit process. Parts that are received without an R/A will be held for fourteen days. ASC will be contacted via mail, phone or fax indicating receipt of an unauthorized return and advised that the returned item(s) will be destroyed unless arrangements are made to have the item(s) returned at the ASC's expense. In the case of CRT's and display panels, JVC reserves the right to select the carrier for return. Unless the CRT or display panel is defective or in some manner reached the ASC by error of JVC, the ASC is responsible for the freight charge incurred for CRT and display panel returns.

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WARRANTY CLAIMS PROCESSING

Warranty claims processing is strictly electronic. JVC supports two methods of electronic claims submission; we offer claim by claim entry via the JVC web site and EDI batch file submission sent directly to Service Power. Follow the JVC or EDI instructions below when submitting claims.

A. JVC WEB at www.jvcservice.com

We recommend using the JVC' web site for claim submission, corrections and research. To register, use the JVC website. Log on to: **www.jvcservice.com** and select the APPLY FOR SITE ACCESS link to obtain an application form. If you decide to use Service Power for claims submission, you can still use the JVC website for research.

B. (EDI) ELECTRONIC DATA INTERCHANGE PROCESSING

Service Power is a third party claims processing agent for JVC. To set up a new account with Service Power or if you are currently sending claims to other manufacturers via Service Power, please call 714-428-0010. When using this submission method:

1 Service Power receives your claims electronically, audit them for valid account numbers and completeness and transmit them to JVC daily for final processing, approval and payment.
2 In the event your claims do not pass the initial audit, you will see specific reasons noted on the status report. Service Power will not submit claims containing errors to JVC.
3 If you are using DOS or Pro Claims software, you will receive a claims status report automatically each time you connect to the claims processing computer.
4 If you have any problems with your claims transmissions please contact Service Power at 714-428-0010 for assistance.
5 Also, make sure that you retrieve your Claims Status Report from Service Power. If you do not receive your status reports contact Service Power.

If you are not using Service Power software, please refer to the Software Users Instructions provided by Service Power. You will need to correct the information noted on the status report and retransmit your claims to Service Power.

Note: It is your responsibility to ensure that all of your claims are submitted to Service Power error free.

JVC monitors all claim rejection rates with Service Power. If your rejection rate is more than 5% we will relinquish your right to send claims to Service Power. All claims that are rejected on the JVC Warranty Claims Credit Memo must be submitted to JVC for correction.

WARRANTY CLAIMS PROCESSING

C. WARRANTY PAYMENTS JVC processes warranty claim payments to its' Authorized Service Centers twice per month. The pay period closing dates are generally set for the 10th day and 25th day of the month. If either of these days fall on a weekend or holiday, the closing date will generally be the next business day. Reimbursement checks are usually mailed within 2 to 3 days following the closing date.

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D. RESUBMISSION LIMITATION

The Warranty Claims Department will allow two opportunities for correcting and resubmitting invalid claim information. All corrected information must be submitted within 90 days of the Warranty Claim Credit Memo. A repair payment or credit consideration will not be offered, if the required corrections prove to be inaccurate. Corrections to the original warranty claim submission cannot be made on date-of-purchase, date-of-service requested and date-of-service information. No research will be initiated to determine payment or credit for any claim that is 180 days beyond its original service date.

Please Note: When you send JVC research or correction information, allow 30 days for JVC's Warranty Department to process your correspondence before making any inquiries.

WARRANTY Exclusions / *WARRANTY CLAIMS PROCESSING*

Specific warranty information is provided with each product. The warranty service terms (parts and/or labor) may not be charged for products that are out-of-warranty or for any of the following reasons:

A. Elapsed Warranty Period

Refer to our website at **www.jvcservice.com** for the exact warranty period for specific models.

B. Physical Damage

A claim will be rejected if a product was subjected to abnormal or improper use, misuse, abuse, neglect, power surges, fire or water damage, moisture or sand contamination, damage in transit, or accident regardless of the length of time since purchase or as a store stock repair. Any remaining warranty term will be void if any of the above occurrences takes place.

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C. Fraudulent Claims

JVC reserves the right to reject any claim when it has been determined that the warranty claim was misrepresented. In the event of misrepresented claims, JVC may terminate the authorized status of the service center.

D. Shipping Charges

All charges incurred when shipping the product to the service center are the responsibility of the customer. Return shipping to the customer is covered by JVC for UPS Ground shipping only.

E. Non-JVC Accessories

Accessories that were not supplied by JVC are not covered under JVC's warranty.

F. Non-Warranty Parts

A list of non-warranty parts is available by logging on to **www.jvcservice.com** and selecting File Download.

G. Accessories

Accessories such as rechargeable batteries are covered for 90 days from the date-of-purchase unless otherwise indicated on the model-specific warranty that was enclosed with the product.

NOTE: Nickel-Cadmium rechargeable batteries must be recycled or disposed of properly.

H. Units Repaired By JVC

Units that were repaired by an Authorized Service Center for a specific customer and are also on file as being repaired by a JVC Factory Service Center are not eligible for labor Warranty reimbursement. In such a circumstance a Special Authorization (SA) must be obtained from JVC's Field Service Group for warranty reimbursement. See page 10 for SA instruction.

I. Other Exclusions

Cosmetic parts and parts not provided by JVC.
Repairs necessitated by the use of unauthorized service centers.
If a unit's model number or serial number identification label has been removed or defaced.
Customer education problems outlined and remedied by the instruction book.
Delivery, product setups, antenna/cable TV hook-ups, or RF reception or interference issues.
Cleaning and general maintenance.
Car stereo removal and reinstallation for repair.
Required bench equipment, repair tools and shop chemicals.
No problem found.

WARRANTY CLAIMS PROCESSING

COMMON REASONS FOR REJECTION

The following are common reasons why Warranty Claims may be rejected. Please make sure to check all warranty claims completely so rejections can be avoided.

Invalid Service Center Number (not on file)
Deleted Service Center is no longer authorized to repair JVC units under warranty
Invalid Model Number
Invalid Serial Number
Invalid Part Number
Invalid Purchase Date

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Invalid Request Date
Invalid Complete Date
Model registered on MM/DD/YY
Model Not Valid For Stock Note:
Model does not qualify for warranty repair

Out-of-Warranty Parts and/or Labor

Blank Warranty Claim Number
Duplicate Claim
Warranty claim made for unit with the same Serial Number within 30 days
Duplicate Serial Number. This unit was repaired JVC Factory Service Center.
Unit was inspected by JVC and accepted as a return on Return to Vendor (RTV) # 12345. Not covered under warranty.
Refurbished Product
Customer Information Incomplete
Claim Submitted 90 Days After Service Complete Too Old for Warranty - Over 180 days
Part replaced is Not a Warranty Replaceable Part
Schematic Reference Location Missing
Service bulletin/Tech Tip Report numbers missing when using Firm, Soft or Fact EIA repair codes.

WARRANTY CLAIM CREDIT MEMO

Once you have electronically submitted your claims to the Warranty Claims Department, you can obtain an itemized listing of processed claims on the Warranty Claim Credit Memo via the jvcservice.com web site. (See Page 27 for sample and explanation of terms).

Note: Open Credit Memos for your account must be claimed within (6) months from the date of the credit memo. No post audit adjustments will be permitted to your account outside of this time period.

A. Credits and payments Credits and payments are indicated as positive numbers. They will have a "WC" number as a reference. Any indicated labor payment check will also be included in the envelope.

B. **Debits** Debits may also appear on your credit claim memo. They will be denoted by a negative number and will have a "WD" number as a reference. If you owe money towards your parts account and JVC owe you money for labor you will receive a check with a "WD" number as a reference. Any time you see a "WD" number this denotes that we have made a debit towards your account. This can be for parts only or parts and labor. A check will have one or more reference numbers on the stub beginning with the letters "WC" or "WD"; you can reconcile this check by matching it with the warranty close date and the warranty credit memo.

Note: Accounts with one or more “Ship-To” addresses will have the indicated labor payment for a branch location paid with one check that is mailed to the main "Bill-To-Account" location.

C. Cash in Advance (CIA) Warranty labor reimbursements will be withheld and will remain on the account for Service Centers that are designated as CIA or who have outstanding invoices that are 60-days past due. CIA status will continue until the account is reconciled. Accounts that continuously have a past-due balance may be terminated. (Accounts that wish to have labor reimbursement continually applied to their accounts receivable, should notify the Accounting Department in Wayne, NJ with written authorization.) Parts credits will be applied to your JVC account.

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D. **Claim Reconciliation and Research Requests** It is expected that once the Warranty Claim Credit Memo is retrieved through the web, a prompt reconciliation of unresolved or rejected claims should follow. If a discrepancy arises, you must contact JVC with specific reasons why you have a dispute with an individual labor payment or parts credit. In these circumstance, a warranty claim will remain in Rejected status and will not be processed. Additional payment or credit towards any claim beyond 90-days will not be accepted. Research to determine payment or credit will not be offered on any claim that is 180-days beyond its original service completion date.

All inquiries regarding warranty claims must include the exact Warranty Claim number, JVC "WC" reference number and batch number that appear on the Warranty Claim Credit Memo. Inquiries regarding failure to receive a designated warranty payment check should be directed to the JVC Warranty Department in Wayne, New Jersey at 973-317-5000.

E. Documentation Procedure for Correcting Previously Rejected Warranty Claims

In order to simplify claims processing, JVC does not return rejected claims. All claims processed will be listed on the warranty claim credit memo form, including rejected claims. **If you wish to make corrections on a rejected claim, Log on to www.jvcservice.com and select Claim Entry/Inquiry.** The specific reason for rejection will be indicated on the credit memo. You may also submit a copy of the corrected claim or send the corrections on the Warranty Claim Credit Memo. Please be sure to fax or address all claims to:

Warranty Claims Department
JVC Americas Corp. Service & Engineering Division
1700 Valley Road
Wayne, NJ 07470
FAX: 973-317-5040

Note: Claims that are sent to other JVC offices will be delayed in processing.

Inquiries concerning "unpaid" warranty claims, where it is indicated that JVC has processed the claim information but rejected either labor payment and/or parts reimbursement will be stated on the credit claim memo. Subsequent investigation and correction by the Warranty Claims Department may result in a revised labor payment or parts credit. This is documented on the Warranty Claim Credit Memo, as indicated below.

CLAIM NUMBER		LABOR	PARTS	OTHER & HANDLING	TOTAL
(Corrected Claim)	AB12345-6	50.00	10.00	0.00	60.00
(Original Claim)	AB12345-6*	0.00	-10.00	0.00	-10.00
	TOTAL	50.00	0.00	0.00	50.00

On the first line appears the corrected information that was entered for the claim. The second line (AB12345-6*) refers to an original parts credit from a previous Credit Memo, lacking the labor payment. Since we do not wish to credit you twice for the same parts on the same repair, the $10.00 is shown as a debit. In this example, the TOTAL line gives you the corrected labor payment. Any original rejection statement in the "Comments" column will carry over, in the second line, with the original Credit Memo payment/rejection amounts shown.

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For upgrading labor and/or parts credit, two item lines document one claim repair; the net difference between two claim number lines, as indicated above, is your supplemental payment. This example would also be valid for any supplemental parts credit, or combination thereof. Please reference the box in the upper right hand corner of the Warranty Claim Credit Memo for the original batch number that the first claim was processed on.

WARRANTY CLAIMS PROCESSING

The following information is required for the proper submission of a Warranty Claim.

1. Customer Name, Address, Telephone Number
Must be complete, including their Zip Code. For stock repair, enter dealer name, and complete address including the ZIP Code.

2. Customer's Complaint
Must use EIA code.*

3. Dealer's Name
List the dealer Name and location from whom purchased.

4. Service Center Account Number
This is your payment identification with JVC and is a five-digit number for main location and an eight digit number for ship-to locations. Without this number a claim cannot be processed.

5. Model Number
Please refer to the current JVC Warranty Rate Listing for correct model numbers. If a model is not listed call JVC's Warranty Department for verification before the unit is serviced.

6. Serial Number
List the specific JVC serial number, generally located on the rear panel of the unit on a product identification plate.

7. Date Purchased
List the date the product was purchased, according to the customer's bill of sale. If this is a stock repair, write "Stock" in date purchased. Service Centers are responsible for insuring valid warranty status on a product via customer's dated bill of sale.

8. Date Service Requested
List the date service was requested by the customer.

9. Date Service Completed
List the date service was completed.

10. Check Product Worked On
Indicate the type of product serviced.

11. Service Performed
You must use the EIA code* and completely explain the service performed. Do not write "replaced parts listed below"; explain why the replacement was necessary and the defect. If a bad solder connection is found, indicate which circuit had the bad solder and exactly where it is (schematic reference).

12. Parts Used
Use the most recent parts pricing information and include the quantity. Include a description and the schematic reference location of the part(s) replaced. If no parts price is indicated, the price of the part is automatically calculated by JVC's system. Should you elect to indicate a price, parts reimbursement will be the lower of the two prices, the claimed amount or the price indicated on JVC's system.

13. Stock
This is to be used on all stock units regardless of whether it is another dealer's stock or the Service Centers own stock.

14. Total Labor Charge
Please refer the current JVC Warranty Rate Listing.

15. Total Parts Charge (Optional)
List the reimbursable parts cost.

1 **Other** List any additional charge approved, in advance, by our Customer Care Center or Field Service Group.
2 **Grand Total** List the total of labor, parts and other charges.
3 **Service Center**

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16. Part Invoice Number

17. Symbol/Schematic Location

Please indicate your complete address, including Zip Code.

* A complete listing of complaint and repair codes is available on page 41-44

SAMPLE OF JVC WARRANTY CREDIT MEMO

Credit Memo Inquiry

Page: 1 of 1
Number Of Claims 8

Account No.	Account Name		
Credit Memo.:	999999	Labor.:	$ 435.00
Batch Number.:	35	Parts.:	$ 2,123.19
		Other .:	$ 0.00
Close Date.:	3/10/2008	Credit Memo Total.:	$ 2,558.19

Claim Number	Labor	Parts	Other	Requested Amount	Total	Paid Amount	Applied Amount
FY11111	75	175	0	175	250	0	250
FY22222	60	205.16	0	205	265.16	0	265.16
FY33333	60	73.4	0	72	133.4	0	133.4
FY44444	0	22.9	0	22	22.9	0	22.9
FY55555	75	175	0	175	250	0	250
FY66666	75	175	0	175	250	0	250
JA77777	0	96.73	0	95	96.73	0	96.73
JA88888	90	1,200.00	0	1,200.00	1,290.00	0	1,290.00
TOTAL	$435.00	$2,123.19	$0.00	$2,119.00	$2,558.19	$0.00	$2,558.19

End of Credit Memo

JVC MONTHLY A/R STATEMENT

On or about the third workday of each month, ASC's can access their statements by going to our Web site at **www.jvcservice.com** and selecting Account Statements.

ASC's can view and print both invoices and credit memos from this site. Parts sales, returned credits, warranty parts credits and/or labor credits, repair billings, and payments are some of the activities listed on this monthly A/R Statement. A negative dollar amount indicates a credit on your account, while a positive amount denotes a balance due.

Please refer to the sample on the following page for an explanation of terms.

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SAMPLE A/R STATEMENT

SAMPLE A/R STATEMENT

JVC U.S.A. **Di**vision of JVC Americas Corp. 1700
Valley Road Wayne, New Jersey 07470 telephone (973) 317-5000

(1) Account	(2) Date	Page
11118	1/31/2008	1

STATEMENT

(3) Make your check payable to:
JVC U.S.A..
P.O. Box 406433
Atlanta, GA 30384-6433

	(4) Document Number	(5) Document Date	(6) Customer Reference Number	(7) Original Amount	(8) Transaction Date	(9) Debit	(10) Credit	(11) Balance
(12)	P0000010	10/12/2007	SC025	75.00	12/15/2008		75.00	0.00
(13)	P0000020	10/13/2007	SC026	25.00	12/15/2008		25.00	0.00
(14)	TN12567	10/17/2007	SC060	100.00	12/15/2008		100.00	0.00
(15)	P0000040	10/24/2008	SC070	125.00	12/15/2008		125.00	0.00
(16)	*****31 TO 60 DAYS PAST DUE			325.00			325.00	0.00
(17)	P0000930	11/5/2007	SC065	75.00				75.00
(18)	P0000931	11/6/2007	SC065	25.00				25.00
(19)	P0000911	11/22/2007	SC030	50.00				50.00
(20)	*****1 TO 30 DAYS PAST DUE			150.00				150.00
(21)	WC123456	12/15/2007		-101.52	12/31/2007	-101.52		0.00
(22)	WC123457	12/15/2007		-60.28	12/31/2007	-60.28		0.00
(23)	P0000940	12/16/2007		130.00				130.00
(24)	RN001234	12/20/2007		-50.00	12/31/2007	-50.00		0.00
(25)	1112455	12/21/2007		-2.00	12/31/2007	-2.00		0.00
(26)	WD124456	12/23/2007		95.00	12/31/2007		95.00	0.00
(27)	AJ12345	12/24/2007		5.00	12/31/2007		5.00	0.00
(28)	******CURRENTLY DUE			16.20		-213.80	100.00	130.00
(29)	******TOTALS			491.20		-213.80	425.00	280.00

(30) TOTAL DUE
280.00

(31) For inquiry call Jeanette Urresta 973-317-5217
Fax 973-317-5040 or email jurresta@jvc.com

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EXPLANATION OF TERMS – A/R STATEMENT

JVC U.S.A. MONTHLY A/R STATEMENT

1. Your JVC Account Number.
2. Statement Date - The statement closing date.
3. Make your Check Payable to: Remit to JVC name and address.
4. Document Number – This is your JVC original invoice or reference number.
5. Document Date - The Date the invoice or document was generated.
6. Customer Reference Number – This number may represent your purchase order number if provided.
7. Original Amount – Amount of the invoice, warranty parts, warranty labor credits or debits.
8. Transaction Date – Date JVC applies a payment, credit or debit.
9. Debit – Any debits made during the month to your account, such as invoices, chargeback's and adjustments.
10. Credit – Any credits made during the month to your account, such as your payment, returns and adjustments.
11. Balance – Remaining balance from that item.
12. This example represents a parts invoice over 31 days past due that was paid.
13. Same as line 12 above.
14. This example represents a repair invoice over 31 days past due that was paid.
15. Same as line 12 above.
16. Status of payment due to JVC (31 to 60 past due).
17. This example represents a parts invoice under 30 days past due.
18. Same as line above.
19. Same as line above.
20. Status of payment due to JVC (1 to 30 past due)
21. This represents a parts warranty credit posted to this account.
22. This represents a labor warranty credit posted to this account.
23. This represents an example of a parts invoice that is currently due.
24. This represents an example of parts credit.

25. This represents an overpayment or some kind of unknown credit.

26. This represents warranty debit to the account.

27. Refund to customer from JVC.

28. This represents invoices currently due.

29. This represents Totals of all columns.

30. This represents total due.

31. This represents the person whom you are to call, email of fax inquires.

Account Terms

1 All invoices are due in 30 days from date of invoice.
2 All checks and credits (unless specified) will be applied at the discretion of JVC. You will be informed of the application on your monthly A/R Statement.
3 You must contact the JVC Parts Department in writing regarding any disputed parts invoice within 30 days of the invoice date, failure to do so may result in the invoice becoming past due.
4 Failure to pay your invoice within 60-days from the invoice date will result in the account being placed on CIA (cash-in-advance) status. You will be able to buy parts, but that purchase will have to be prepaid either by credit card, money order or certified check. Account privileges may be revoked and remain on CIA status if there are repeated delinquent situations.
5 All accounts with a past-due balance over 90-days may be terminated and placed for collection.

Account Remittance

Make checks payable to "JVC Americas Corporation, Service and Engineering Divison"
All payments for your JVC account balance should be mailed to:

JVC Americas Corporation, Service & Engineering Division
1700 Valley Road, Wayne NJ 07470

JVC FACTORY SERVICE REPAIR REFERRALS

Factory Service Centers

JVC operates one Factory Service Center (FSC) in the United States – see page 31 for the location.

This center supports only professional products.

In the event that professional product repairs are referred to JVC Factory Service, the following information must be included with the product:

A. Detailed Service Problem

A detailed "customer complaint" must be included with every product.

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B. Billing Information

Accounts in good standing can have out-of-warranty repair charges billed to their account. It is the service center's responsibility to provide JVC Factory Service with information regarding the status of the product. Customer owned units, which lack an enclosed copy of the proof-of-purchase, will be considered an out-of-warranty repair and billed to your account. Any account credit would have to be issued by the exact JVC service office performing the service and billing the repair.

C. Evaluation Fee

There will be a $50.00 evaluation fee applied to all units not under full parts and labor warranty. This fee does not apply to units with accepted estimates. All units sent to the FSC by account holders that are returned not repaired for any reason (damaged, refused estimate, etc.) will have a $50.00 charge plus return freight billed to the account. Please be advised that the fee can be changed without notice.

D. Repair Status Inquiry

For the status of an active repair at the JVC FSC, please visit www.jvcservice.com and click on the repair tracking link. If you have any questions contact the Customer Care Center at 800-252-5722

JVC FACTORY SERVICE

NOTE:

Before directing any repairs to our FSC, please verify product category acceptance at the FSC by checking the FSC listing at **www.jvcservice.com**.

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LONG BEACH, CA

JVC Factory Service (Professional Products Only) 2201 E. Dominguez St. Long Beach, CA 90810 (800) 252-5722

REPAIR STATUS INQUIRIES: 800 252 5722

OR visit jvcservice.com and select the repair tracking link.

JVC RECYCLING PROGRAM

The EPA has classified CRT's as hazardous waste due to the lead content in the CRT. As a result, these parts must be properly disposed of in an environmentally safe manner. Although JVC is not directly obligated to dispose of defective CRT's replaced by Authorized Service Centers, we do want to assist our Authorized Service Centers in this regard. JVC therefore will incur the cost of recycling defective CRT's that are replaced during the warranty period. The CRT must be in-warranty in order to receive this service.

We have selected Eco International to be the recycling company that will be accepting the JVC defective CRT's.

A. INSTRUCTIONS FOR 31" AND SMALLER TUBES

1 Call the JVC Warranty Department at 973-317-5000 to obtain a UPS prepaid shipping label.
2 Once you receive the label, complete the section for your return address along with your warranty claim number. UPS will not deliver without a return address.
3 When you receive the replacement CRT place the defective CRT in the carton. A copy of your warranty claim and parts invoice must be placed in the box. Seal the box and place the label on top of the package. Make sure the CRT carton is properly packed.
4 If you do not have a scheduled UPS pick-up, call 1-800-711-6010 to schedule a UPS pick-up, or you can bring it to your local UPS office.

B. INSTRUCTIONS FOR 32" AND LARGER TUBES

1 Repack the defective tube with the packing material you received with the replacement.
2 Reseal the package for shipment including a copy of the Warranty Claim and parts invoice.
3 Address the package to: 800-552-1431
4 Call 1-800-711-6010 Ext 326 to schedule a pick-up by common carrier.

JVC will pay for recycling and transportation cost for all JVC CRT's that are replaced during the warranty period. If you have any questions regarding this program or any other recycling needs you may have such as out-of-warranty CRT's or Printed Circuit Boards, please call Eco International at 1800-711-6010 Ext. 326, or email them at jnardone@ecointernational.com.

Please Note: If you do not send a copy of your Warranty Claim with the CRT your account will be debited for the shipping and recycling charge.

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Quick Reference Contact List

JVC Americas Corp. SED
Quick Reference Contact
List

Name	Phone Number	Fax	Website
JVC Americas Corp. SED	973-317-5000		www.jvc.com
Field Support Group	(800)-233-1060		www.jvcservice.com
Administrative Support	(800)-233-1060 opt 2		www.jvcservice.com
Special Authorizations	(800)-233-1060 opt 4		www.jvcservice.com
Return Authorizations	(800)-233-1060 opt 5		www.jvcservice.com
JVC Replacement Parts Ordering	(800)-252-5722		www.jvcservice.com
Andrews Electronics	(800)-289-0300	(800)-289-0301	www.jvcservice.com
Encompass Parts Distribution	(800)-638-3328	(800)-888-3293	www.jvcservice.com
JVC Warranty Department	(973)-317-5000 opt 3	(973)-317-5040	
Claims Processing			www.jvcservice.com
Service Power	(714)-428-0010		
Repair Inquiries			
JVC Factory Service Center (Long Beach)	(800)-252-5722		www.jvcservice.com
JVC Account Remittance			
JVC Americas Corp.	P.O. Box 12262 Newark, N.J. 07101-9784		www.jvcservice.com

JVC SERVICE.COM WEBSITE

Authorized ASC employees can access multiple areas from the **www.jvcservice.com** website.

Current offerings include:

Model-Parts Look up	Model Warranty Inquiry	Service Bulletin Board
Repair Parts Inquiry	Model Serial Warranty	Service Announcements
Order / Invoice Inquiry	Repair Tracking	Message Board
Account Statements	iSee Database	Account Administration
Core Inquiry	S/M Subscription	Account Authorization
Claim Entry / Inquiry	Technical Training	Special Authorization
Warranty Credit Memo	File Downloads	Policy and Procedure
Frequently Used Parts		

SETTING UP AN ACCOUNT

An authorized username and password is required to enter this site. Once an account is established, the ASC can maintain account security levels. An application form and instructions for site access can be downloaded by clicking on the 'Account Holders' link on **www.jvcservice.com**. Access to this site is free and mandatory to retain JVC ASC status.

JVC PARTS DISTRIBUTORS

ANDREWS

25158 Avenue Stanford
Santa Clarita, CA 91355
Phone: 800-289-0300
Fax: 800-289-0301

Encompass Parts Distribution

Headquarters/Distribution Facility
775 Tipton Industrial Dr. NW, Suite F
Lawrenceville, GA 30046
Phone: 800-252-0372 or 800-432-8542

Encompass Parts Distribution

1306 Continental Drive
Abingdon, MD 21009
Phone: 1-800-638-3328
Fax: 1-800-888-3293

Union Electronics

311 East Corning Road
Beecher, IL 60401
Phone: 1-708-946-9500
Fax: 1-708-946-9200

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JVC®

JVC AMERICAS CORP.

DIRECTORY FOR WARRANTY INFORMATION

April 2009

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THIS MANUAL IS A REFERENCE GUIDE FOR INFORMATIONAL PURPOSES ONLY IN ACCORDANCE WITH FTC REGULATIONS EFFECTIVE JULY 3, 1975. SEE COMPLETE WRITTEN WARRANTY ENCLOSED WITH EACH JVC PRODUCT FOR SPECIFIC TERMS AND CONDITIONS.

CUSTOMER INFORMATION – Should you require product information such as operational instructions, product hook-up, or the need to discuss an issue regarding your JVC product please contact:

JVC U.S.A.
Customer Care Center
3600 Formosa Ave, Building N, McAllen, TX 78503
(800) 252-5722
http://www.jvc.com

CUSTOMER REPAIR INFORMATION – Should you require product repair, please contact your nearest Authorized Service Center. To locate your nearest Authorized Service Center call 1-800-252-5722 or visit us on the web at www.jvc.com. Sophisticated electronic products may require occasional service. Just as quality is a keyword in the engineering and production of the wide array of JVC products, service is the key to maintaining and high level of performance for which JVC is world famous. JVC U.S.A. stands behind our products.

NATIONAL HEADQUARTERS
JVC U.S.A.
1700 Valley Road, Wayne, NJ 07470-2144
http://www.jvc.com

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JVC
WARRANTY INFORMATION

	LABOR	PARTS
AUDIO PRODUCTS		
RECEIVERS	2 YEARS	2 YEARS
COMPACT DISC PLAYER	1 YEAR	1 YEAR
TAPE DECKS	1 YEAR	1 YEAR
COMPACT COMPONENT SYSTEMS	1 YEAR	1 YEAR
PORTABLE AUDIO	90 DAYS	90 DAYS
HEADPHONES	1 YEAR	1 YEAR
AV SELECTOR	90 DAYS	1 YEAR
HOME THEATER SYSTEMS	90 DAYS	1 YEAR
MOBILE AUDIO/VIDEO PRODUCTS		
RECEIVER WITH CASS CD OR DVD	1 YEAR	1 YEAR
RECEIVER WITH NAVIGATION	1 YEAR	1 YEAR
AMPLIFIER	1 YEAR	1 YEAR
CD CHANGER	1 YEAR	1 YEAR
ARSENAL SERIES	2 YEARS	2 YEARS
PORTABLE HDD NAVIGATION	1 YEAR	1 YEAR

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JVC

WARRANTY INFORMATION

	LABOR	PARTS
VIDEO PRODUCTS		
EVERIO / CAMCORDERS	90 DAYS	1 YEAR
DVD PLAYERS	90 DAYS	90 DAYS
DVD / VCR COMBO PLAYERS	90 DAYS	90 DAYS
DVD RECORDERS	90 DAYS	1 YEAR
DISPLAY PRODUCTS		
LCD DIRECT VIEW 1, 2	1 YEAR	1 YEAR
D-ILA FRONT PROJECTOR*	2 YEARS	2 YEARS

1) Products having a screen size 37" and above are entitled to in-home service.

2) Procision Line carries a 2 Years Parts and 2 Years Labor warranty

**Lamp Warranty is 90 Days*

NOTE: Accessories that are included with JVC products such as audio rack, microphone, cartridge, headphone, battery, etc. are not covered by warranty.

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JVC

LIMITED WARRANTY

SAMPLE

ONLY FOR PRODUCT PURCHASED IN U.S.A.

JVC Americas Corp (JVC) warrants this product and all parts thereof, except as set forth below ONLY TO THE ORIGINAL RETAIL PURCHASER to be FREE FROM DEFECTIVE MATERIALS AND WORKMANSHIP from the date of the original purchase for the period shown below. ("The Warranty Period")

PARTS	LABOR

THIS LIMITED WARRANTY IS VALID ONLY IN THE FIFTY (50) UNITED STATES, THE DISTRICT OF COLUMBIA AND IN THE COMMONWEALTH OF PUERTO RICO.

WHAT WE WILL DO:
If this product is found to be defective within the warranty period, JVC will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Such repair and replacement services shall be rendered by JVC during normal business hours at JVC authorized service centers. Parts used for replacement are warranted only for the remainder of the Warranty Period. All products may be brought to a JVC authorized service center on a carry-in basis. Color televisions with a screen size of 37"class or greater qualify for in home service. In such cases, a technician will come to your home and either repair the TV there or remove and return it if it cannot be repaired in your home.

WHAT YOU MUST DO FOR WARRANTY SERVICE:
Please do not return your product to the retailer
Instead, return your product to the JVC authorized service center nearest you. If shipping the product to the service center, please be sure to package it carefully, preferably in the original packaging, and include a brief description of the problem(s). Please call 1-800-252-5722 to locate the nearest JVC authorized service center. Service locations can also be obtained from our website http://www.jvc.com. If your product qualifies for in-home service, the service representative will require clear access to the product.

If you have any questions concerning your JVC Product, please contact our Customer Care Center at 800 252 5722

WHAT IS NOT COVERED:
This limited warranty provided by JVC does not cover:
1. Products which have been subject to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, or if repaired or serviced by anyone other than a service facility authorized by JVC to render such service, or if affixed to any attachment not provided with the products, or if the model or serial number has been altered, tampered with, defaced or removed;
2. Initial installation, installation and removal from cabinets or mounting systems.
3. Operational adjustments covered in the Owner's Manual, normal maintenance, video and audio head cleaning;
4. Damage that occurs in shipment, due to act of God, and cosmetic damage;
5. Signal reception problems and failures due to line power surge,
6. Video Pickup-up Tubes/CCD Image Sensors are covered for 90 days from the date of purchase;
7. Accessories
8. Batteries (except that Rechargeable Batteries are covered for 90 days from the date of purchase).
9. Products used for commercial purposes, including, but not limited to rental
10. Loss of data resultant from malfunction of hard drive or other data storage device;

There are no express warranties except as listed above.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN

JVC SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE PRODUCT, INCONVIENCE, OR ANY OTHER DAMAGES, WHETHER DIRECT, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, WITHOUT LIMITATION, DAMAGE TO TAPES, RECORDS OR DISCS) RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion of incidental or consequential damages or limitations on how long an implied warranty lasts, so these limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

JVC AMERICAS CORP.
1700 Valley Road
Wayne, New Jersey 07470
http://www.jvc.com

For customer use:
Enter below the Model No. and Serial No. which is located either on the rear, bottom or side of the cabinet
Retain this information for future reference
Model No.:_____ Serial No.:_____
Purchase Date :_____ Name Of Dealer :_____

EIA SYMPTOM CODES

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Complete List
Customer Complaint Codes

Code Complaint

CODE	Complaint
ACPW	Will not turn using AC power; Does not answer incoming calls; Modem will not answer
APPR	Cosmetic defect
ARCS	Smokes, sparks, or popping
BACK	No back light
BATT	Battery problem
BHDD	HDD failure
BMSG	Beeps, no display
BOOT	Boot failure/initialization failure
CABX	No or poor Cable VHG/UHF OK
CDIS	Customer dissatisfied
CDRR	CDROM problem
CLUT	Clutch malfunction
COOK	Cooking improperly
CRGR	Charger problem
DAMG	Unit physically damaged
DAUD	Distorted/noisy audio
DEAD	Dead (totally inoperative) unit
DHUM	Does not dehumidify
DIAL	Dial pointer or frequency display malfunction
DINT	Intermittent display
DISP	Display malfunction
DOCK	Connector problem
EJCT	Eject failure
EMSG	Error message displayed
ERAS	Erase malfunction
FEAT	Special feature inoperative
FFRW	FF/RWD/malfunction
FMTE	Format error
FOCS	Poor and/or inoperative focus
FREZ	Video freeze frame
IAUD	Intermittent audio
INCP	Incompatible with other systems
INTP	Intermittent playback; No message record
LAUD	Low audio, poor audio, feedback
LAMP	Light malfunction
MECH	Mechanism mode malfunction
MISS	Missing Accessories

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Customer Complaint Codes

CODE	Complaint
MOTR	Does not rotate or move
NAUD	No audio
NCOO	Unit does not cool
NDOL	No Dolby output/DTS
NOIS	Mechanical noise or vibration
NPIX	No picture/audio OK
NSVC	No service message
OAUD	No audio, one channel
PERC	Communication failure
PIXC	No color
PIXD	Distorted/ noisy picture
PIXF	Poor focus (video)
PIXI	Intermittent picture
PIXJ	Jitters
PIXR	No picture/no audio, has raster
PIXS	No picture/dark screen
PIXV	Vertical/horizontal malfunction
PIXW	Poor or wrong color
PIXX	No picture/no audio/or raster
PLYA	No video playback (audio OK)
PLYX	No audio or video playback
PROG	Will not accept program
PRRX	Receives only strong signals
RCVP	No receive
RECA	No audio recording (Video OK)
RECL	Recline malfunction
RECV	No video recording (audio OK)
REMO	Remote control malfunction
SCAN	Search/scan malfunction
SCDS	On screen display malfunction
SKIP	Skipping during playback; Audio/Video disc skips
SPED	Speed incorrect
SPIL	Foreign substance on/in unit
STUP	Run setup message
TEMP	Temperature related break down
	clock time won't set or keep correct
TIME	time won't set or keep correct
TUIN	Tuning inoperative
UHFX	No or poor VHF, UHF OK
SVID	Svideo no signal Svideo has no video/color
PSOG	Progressive inoperative 720p progressive scan not functioning
NRCD	Does not Rip CD/DVD Does not record CD/DVD
WIFI	WiFi does not connect WiFi does not connect
DDVI	Device not recognized on DVI port DVI port not detected
SOFF	Software/Firmware update failure unit is inoperative after Software/ Firmware update
FCNR	Does not recognize flash card flash media is not detected
DSIO	Docking station Inoperative

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Customer Complaint Codes

CODE	Complaint
TGIO	TV Guide Inoperative TV guide malfunction
CCER	Close Caption Error Close Caption malfunction
CEA	Complaint and Failure Codes FLAT PANEL / MICRO DISPLAY
CODE	COMPLAINT DESCRIPTION
CABC	Cable card malfunction Cable card does not operate
COMD	Component no video Component no video
COMI	Component video not operating Component input is not functioning
COMC	Component video no color Component video has no or wrong color
BLOK	Digital noise Picture pixilated / breaks up into small blocks.
DVII	DVI input not operating DVI input not functioning
DVIO	DVI output not operating DVI output not functioning
DVID	DVI not operating DVI input is not functioning
HDMD	HDMI distorted HDMI images are distorted
HDMA	HDMI no audio HDMI has no audio
HDMC	HDMI no color HDMI images have no color
HDMI	HDMI input not operating HDMI input is not functioning
HDMO	HDMO output not operating HDMI output not functioning
FPHS	Horizontal stripe(s) in picture Horizontal stripe(s)
FPPB	Pixel bright Display has 1 or more bright pixels
FPPD	Pixel dead Display has 1 or more dead pixels
PAST	Paste faces Human faces appear to be blotchy
MOSC	Mosaic picture Mosaic image in picture
FPSH	Shadow in background Images have a shadow or stain in background
SOFT	Software/Firmware Upgrade Unit requires a software upgrade
FPVS	Vertical stripe(s) in picture Vertical stripe(s) panel

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Consumer Electronics Association
http://www.ce.org/Membership/Divisions/1971.asp

CEA Repair Action Codes

Complete Listing

Code	Complaint	
ALCP	Alignment, convergence, and purity	
ALEL	Alignment, electrical	
ALME	Alignment, mechanical	
ALTP	Alignment, tape path	
ALTU	Alignment, tuner (AM/FM, etc.)	
BACK	No backlight	LCD
BHDD	HDD Failure	LCD
BLOCK	Digital noise	LCD
CABC	Cable card malfunction	LCD
CALI	Circuit Calibration	
CLEA	Cleaning	
COMC	Component video no color	LCD
COMD	Component video distorted	LCD
COMI	Component video not operating	LCD
CUST	Customer education	
DRES	Lead dress	
DVIC	CVI no color	LCD
DVID	DVI distorted	LCD
DVII	DVI distorted not operating	LCD
EADJ	Adjustment, external (give ref #)	
EXDL	Exchange -dealer	
EXES	Exchange -excessive service	
EXLW	Exchange -by law	
EXMN	Exchange -manufacturer	
EXNE	Exchange -not economical to repair	
EXNP	Exchange -no parts available	
EXPC	Exchange -PC board	
FACT	Factory modification	
FIRM	Install or upgrade firmware	
FORM	Format	
HDMA	HDMI no audio	LCD
HDMC	HDMI no color	LCD
HDMD	HDMI distorted	LCD
HDMI	HDMI not operating	LCD
IADJ	Adjustment, Internal (give ref #)	
INST	Installation	
LCHS	Horizontal stripe(s) in picture	LCD
LCSH	Shadow in background	LCD
LCPB	LCD pixel bright	LCD
LCPD	LCD pixel dead	LCD
LCVS	Vertical stripe(s) in picture	LCD
LUBE	Lubricate	

Code	Complaint	
MOSC	Mosaic picture	LCD
NECO	Not economical for repair	
NPRB	No problem found	
PIXD	Picture is distorted	LCD
PTAP	Part replaced -appearance (ref	
PTEL	Part replaced -electrical (ref #)	
PTME	Part replaced -mechanical (ref	
RECH	Recharge	
RECK	Repaired cracked PC board	
RECO	Reconnect	
RPCB	Repaired broken PC board tra	
SOFT	Install or upgrade software	LCD
SOLD	Soldered (give ref #)	
SPEC	Specification measurement	
STSW	Configure	
STUP	Program setup	
SWNO	Control or switch noisy	
SWNW	Control or switch not working	
TAPF	Tape problem	
TAPP	Tapping malfunction	
TAUD	Transmitted audio incorrect	
TELE	Phone line out	
TEMC	Breaks down when cold	
TEMH	Breaks down when hot	
TEMP	Temperature related break do	LCD
TEMT	Breaks down after time	
TIXB	Picture freezes and/or blocks a	
TIME	Clock won't set or keep correc	
TORK	Torque insufficient	
TRIM	Trimmer not working properly	
TUAM	No or poor AM	
TUFM	No or poor FM	
TUIN	Tuning inoperative	
TUNE	Incorrect frequency	
TUNX	No or poor AM & FM	
TUSK	Tuner skips or is skipping	
TXNA	Transmits carrier signal but no	
UHFX	No or poor UHF, VHF okay	
UPSB	UPS not working	
VHFX	No or poor VHF, UHF okay	
WINT	Does not initialize	